



SAGE VENTURES

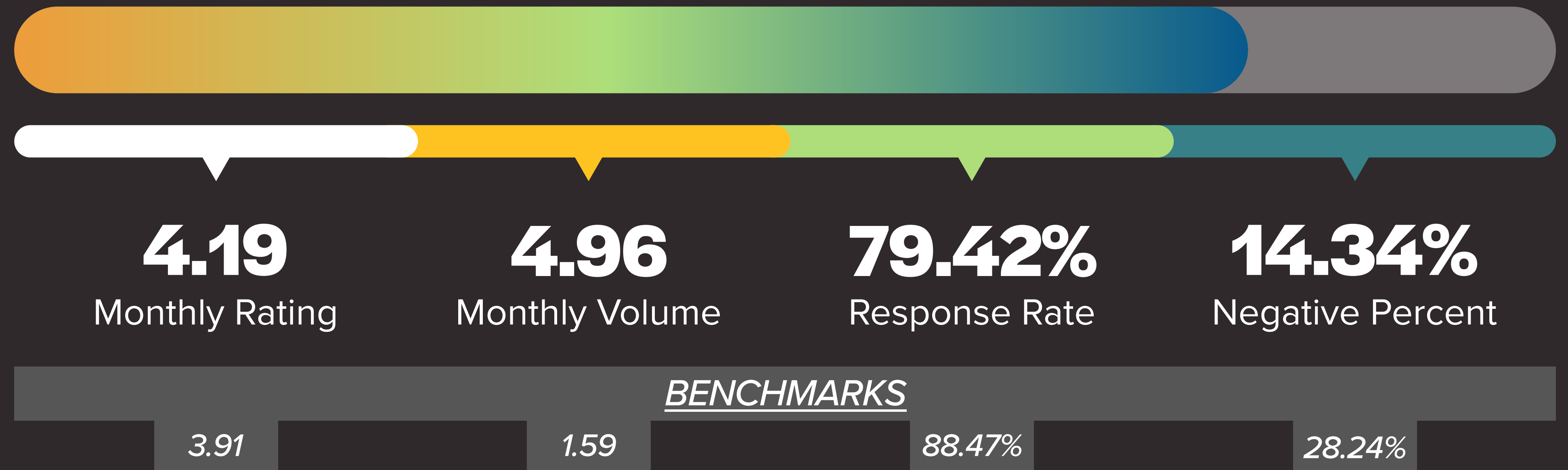
TOPIC COMPARISON TABLE

Percentage of reviews impacted by each topic being mentioned.

 POSITIVE REVIEWS
 NEGATIVE REVIEWS

LEASING PROCESS	11.41%
BILLING / FEES	5.97%
MANAGEMENT	0.36%
MOVE OUT	9.45%
MAINTENANCE	2.85%
MOVE IN	25.37%
NOISE	0.71%
MAINTENANCE STAFF	4.48%
PESTS	11.50%
PARKING	32.34%
FRIENDLINESS	8.38%
CUSTOMER SERVICE	12.94%
NEIGHBORS	0.53%
PRICING	8.96%
HELPFULNESS	21.12%
STAFF	2.99%
COMMUNITY	0.09%
TOUR	25.87%
PROFESSIONALISM	1.07%
PROPERTY MANAGER	18.91%
AMBIANCE	3.92%
COMMUNICATION	0.50%
AMENITIES	7.13%
SAFETY / SECURITY	6.47%
LOCATION	2.05%
AESTHETICS	9.45%
CLEANLINESS	0.62%
RENT	1.99%
	10.52%
	1.49%
	90.82%
	25.37%
	3.74%
	1.00%
	7.75%
	4.98%
	9.18%
	4.48%
	4.81%
	13.93%
	4.63%
	1.49%
	7.84%
	23.38%
	5.97%
	5.47%
	1.07%
	14.93%
	5.35%
	2.49%
	5.35%
	4.98%
	4.37%
	6.97%
	0.62%
	7.46%

HEALTH SCORE: 80.03%



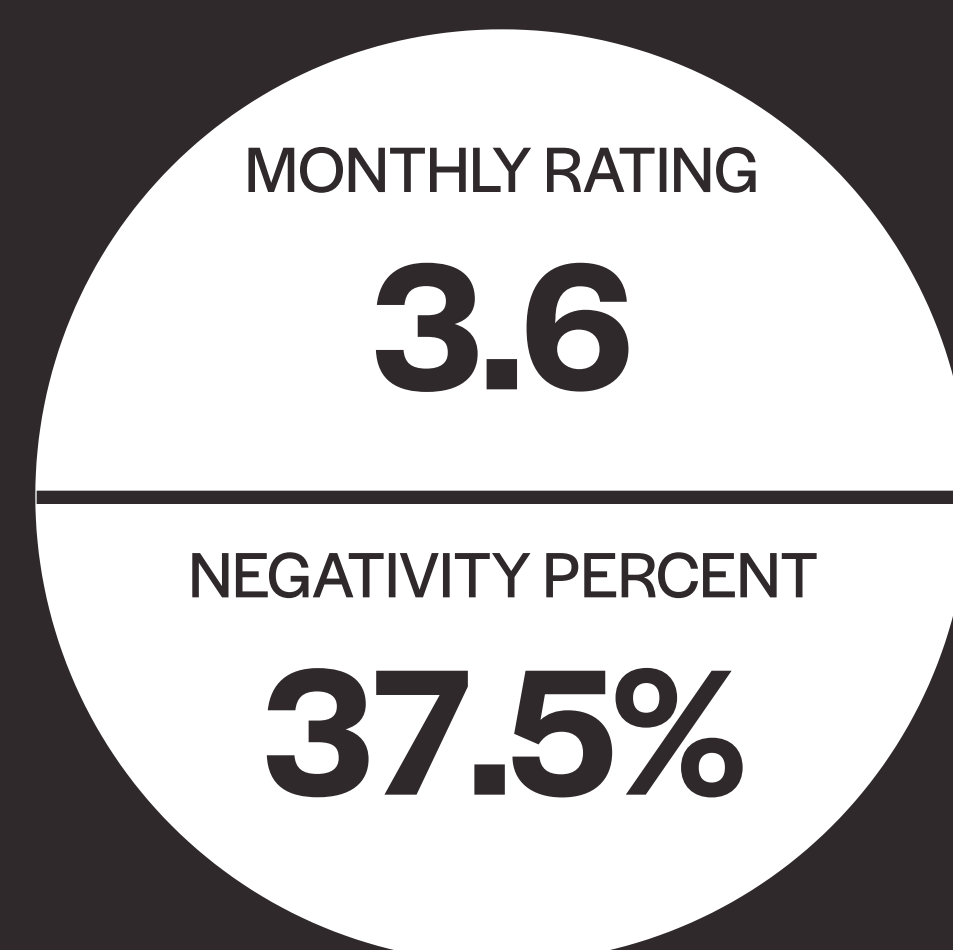
TOUR



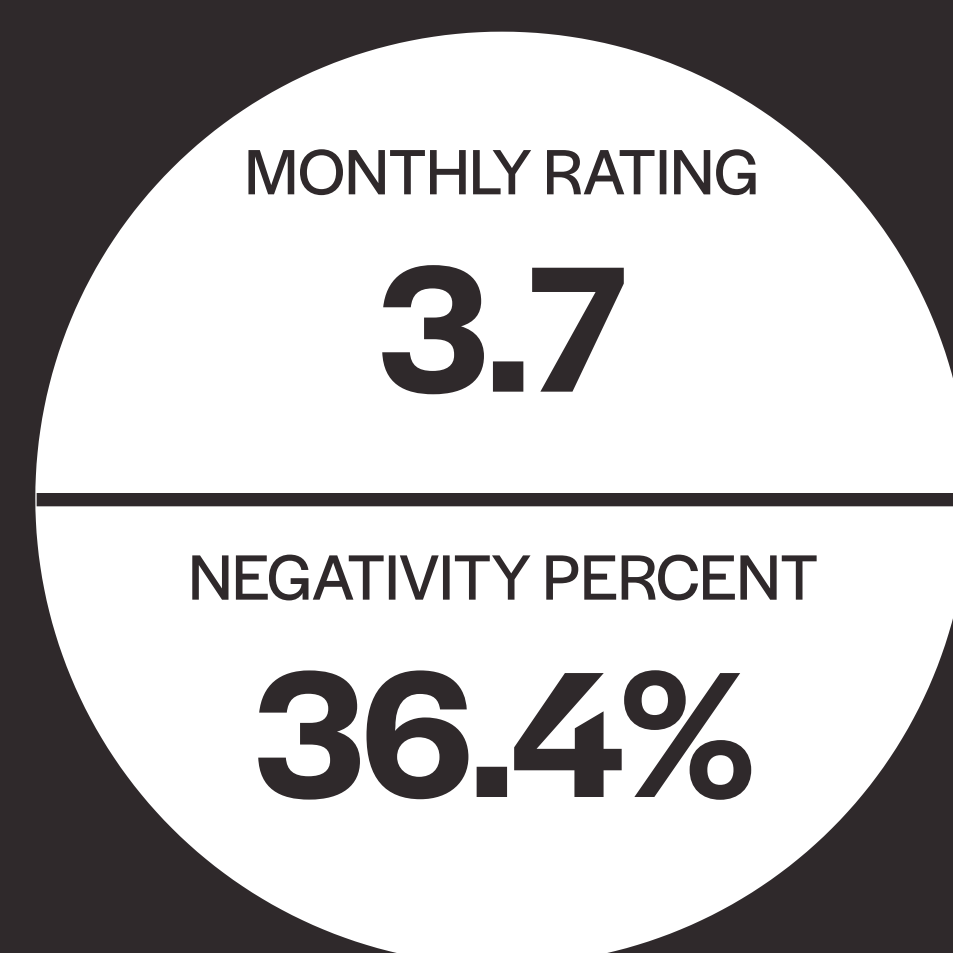
MOVE-IN



MAINTENANCE



RENEWAL



MOVE-OUT



MINIMIZE NEGATIVITY

*The 7 topics most often mentioned in **negative** reviews. Below benchmark is preferred, meaning the group has fewer negative mentions of each topic.

MAINTENANCE	-7.4% below benchmark	●
MANAGEMENT	-12% below benchmark	●
COMMUNICATION	+3.7% above benchmark	●
STAFF	+24.1% above benchmark	●
SAFETY/SECURITY	-3.7% below benchmark	●
BILLING/FEES	-15.8% below benchmark	●
PARKING	+72.8% above benchmark	●

MAXIMIZE POSITIVITY

*The 7 topics most often mentioned in **positive** reviews. Above benchmark is preferred, meaning the group has more positive mentions of each topic.

STAFF	+33.9% above benchmark	●
LOCATION	-62.2% below benchmark	●
MAINTENANCE STAFF	+52.5% above benchmark	●
MAINTENANCE	-16.2% below benchmark	●
AMENITIES	-55.1% below benchmark	●
HELPFULNESS	-12.5% below benchmark	●
AESTHETICS	-51.3% below benchmark	●

TOP 5 TOPICS ABOVE BENCHMARK

These are **your** standout topics. Of the 49 topics Widewail studied, your group outperforms industry benchmarks in these topics by a significant margin.

PROFESSIONALISM	Mentioned in 9.2% of positive reviews	+61.8% above the industry benchmark
MAINTENANCE STAFF	Mentioned in 21.2% of positive reviews	+52.5% above the industry benchmark
COMMUNICATION	Mentioned in 7.8% of positive reviews	+49.4% above the industry benchmark
STAFF	Mentioned in 90.8% of positive reviews	+33.9% above the industry benchmark
TOUR	Mentioned in 7.8% of positive reviews	+17.9% above the industry benchmark